

Attorney Docket No: FINL-005/00US
Express Mail No. EL 821812664 US

PATENT

DECLARATION

As a below named inventor, I hereby declare that:

My residence, post office address and citizenship are as stated next to my name;

I believe I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter which is claimed and for which a patent is sought on the invention entitled:

System and Method for Automated End-User Support

the specification of which:

(check one)

is attached hereto;

was filed as United States Application Serial No. ____ on ____, and was amended on (if applicable);

was filed as PCT International Application No. ____ on ____ and was amended under PCT Article 19 or Article 34 on ____ (if applicable);

I have reviewed and understand the contents of the above-identified specification, including the claims, as amended by any amendment referred to above;

I acknowledge the duty to disclose to the U.S. Patent and Trademark Office all information which is known to me to be material to the patentability of said invention in accordance with 37 C.F.R. §1.56;

I hereby claim foreign priority benefits under 35 U.S.C. §119 and/or §365 of any foreign application(s) for patent, any foreign application(s) for inventor's certificate, or any PCT international application(s) designating at least one country other than the United States of America listed below; I have also identified below any foreign application(s) for patent, any foreign application(s) for inventor's certificate, or any PCT international application(s) designating at least one country other than the United States of America filed by me on the same subject matter having a filing date before that of the application(s) of which priority is claimed:

Prior Foreign Application(s)

COUNTRY/INTERNATIONAL	APPLICATION NUMBER	DATE OF FILING (day, month, year)	PRIORITY CLAIMED
			<input type="checkbox"/> YES <input type="checkbox"/> NO
			<input type="checkbox"/> YES <input type="checkbox"/> NO

I hereby claim the benefit under 35 U.S.C. §119(e) of any United States provisional application(s) listed below:

(Application Number)

(Filing Date) (day, month, year)

(Application Number)

(Filing Date) (day, month, year)

I hereby claim the benefit under 35 U.S.C. §120 and/or §365 of any United States application(s) or of any international application(s) designating the United States of America that is/are listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior application(s) in the manner provided by the first paragraph of 35 U.S.C. §112, I acknowledge the duty to disclose to the U.S. Patent and Trademark Office all information known to me to be material to patentability as defined in 37 C.F.R. §1.56 which became available between the filing date(s) of the prior application(s) and the national or PCT international filing date of this application:

Prior U.S. Application(s) or PCT International Applications Designating the U.S. for benefit under 35 U.S.C. §120

U.S. APPLICATIONS		STATUS (check one)		
U.S. APPLICATION NO.	U.S. FILING DATE (day, month, year)	Pending	Patented	Abandoned
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PCT APPLICATIONS DESIGNATING THE U.S.				
PCT APPLICATION NO.	PCT FILING DATE (day, month, year)	U.S. APPLICATION NOS. (if any)		
			<input type="checkbox"/>	<input type="checkbox"/>
			<input type="checkbox"/>	<input type="checkbox"/>

I hereby declare that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code and that such willful false statements may jeopardize the validity of the application or any patent issued thereon.

Full name of first inventor: **Daniel Keele Burgin**

Inventor's signature 

Residence: 1834 Iris Avenue, Boulder, Colorado 80304

Citizen of: United States

Post Office Address: Same as residence

Date 8/02/01

Full name of second inventor: **Scott Moore Gosling**

Inventor's signature _____

Date _____

Residence: 31931 Warrens Road, Golden, Colorado 80403

Citizen of: United States

Post Office Address: Same as residence

Date _____

Full name of third inventor: **David L. Young**

Inventor's signature 

Date 8/2/2001

Residence: 1755 Sunset Boulevard, Boulder, Colorado 80304

Citizen of: United States

Post Office Address: Same as residence

Date 8/2/2001

Full name of fourth inventor: **William Randy Watler**

Inventor's signature 

Date 8/8/2001

Residence: 31391 Loges Lane, Evergreen, Colorado 80439

Citizen of: United States

Post Office Address: Same as residence

Date 8/8/2001

Full name of first inventor: **Daniel Keele Burgin**

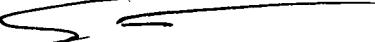
Inventor's signature _____ Date _____

Residence: 1834 Iris Avenue, Boulder, Colorado 80304

Citizen of: United States

Post Office Address: Same as residence

Full name of second inventor: **Scott Moore Gosling**

Inventor's signature  Date 4-15-01

Residence: 31931 Warrens Road, Golden, Colorado 80403

Citizen of: United States

Post Office Address: Same as residence

Full name of third inventor: **David L. Young**

Inventor's signature _____ Date _____

Residence: 1755 Sunset Boulevard, Boulder, Colorado 80304

Citizen of: United States

Post Office Address: Same as residence

Full name of fourth inventor: **William Randy Watler**

Inventor's signature _____ Date _____

Residence: 31391 Loges Lane, Evergreen, Colorado 80439

Citizen of: United States

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Attorney Docket No: FINL-005/00US

PATENT

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Date of Deposit: August 31, 2001

I hereby certify that this paper or fee is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Commissioner for Patents, Washington, DC 20231.

Date: 8/31/01 By: 

Joan C. Jackson

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of Burgin et al.

Serial No.: [Not Assigned] Examiner: [Not Assigned]

Filed: August 31, 2001 Art Unit: [Not Assigned]

For: System and Method for Automated End-User Support

Commissioner for Patents
Washington, D.C. 20231

**POWER BY ASSIGNEE
AND STATEMENT UNDER 37 C.F.R. §3.73(b)**

The Assignee of the entire right, title, and interest in the above-identified application hereby grants the registered practitioners of Cooley Godward LLP included in the Customer Number provided below power to act, prosecute, and transact all business in the U.S. Patent and Trademark Office in connection with this application, any applications claiming priority to this application, and any patents issuing therefrom.

The Assignee certifies that to the best of its knowledge and belief it is the owner of the entire right, title, and interest in and to the above-identified application as evidenced by:

An assignment document, a copy of which is enclosed herewith;

An assignment previously recorded in the U.S. Patent and Trademark Office at Reel __, Frame __.

Please direct all telephone calls and correspondence to:

COOLEY GODWARD LLP
ATTN: Patent Group
One Freedom Square
Reston Town Center
11951 Freedom Drive
Reston, VA 20190-5601
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CUSTOMER NUMBER: **022903**

The undersigned (whose title is supplied below) is empowered to sign this statement on behalf of the Assignee.

Date: 8/2/01

Signature: Robert Gentry
Name: Robert Gentry
Title: Vice President of Finance
Company: Finali Corporation